



Care



United in Purpose

Global Job Title Care and Support Worker

Discipline Care

Sub Discipline Care Delivery

Role Purpose

Promote and maintain a high standard of care and ensure the emotional, physical and social wellbeing of the residents/tenants (service user) by delivering a professional care service including planning and implementing meaningful social activities appropriate to the service user needs, wishes and preferences.

Key Responsibilities and Accountabilities

1. Serve and support service users with meals, take care of dietary needs and work with dietitians for each service user, provide them with their medicines on time, study diet charts and ensure any allergies are observed.
2. Make beds and ensure service users have comfortable bedding to meet their needs to promote and ensure settled residency in the care establishment.
3. Support service users to access areas of the facility as required and in a safe manner consistent with local instructions.
4. Assist service users with personal care, such as assist them to use the bathroom facilities, , and with mobility issues where service users require support.
5. Listen, talk and build relationships with service users, make them feel comfortable in their environment, relaxed and welcomed.
6. Carry out regular health checks, such as monitor body temperature, check pulse rate, encourage regular exercise, check blood pressure, weight and height, calculate BIM, checking blood glucose levels, oxygen levels and recovery of cuts and stitches supported by other professionals.
7. Organise, co-ordinate and facilitate meaningful and stimulating activities for daily living, including organising an activities programme that will maintain interest and progression over time.
8. Check and order supplies, monitor stock levels and bring to attention of the buyer any stock shortages, receive stock deliveries and restock cupboards, shelves and/or stock rooms promptly.

About this Role

At this level the Care and Support Worker,

- Provides comfort and company, on a one-to-one basis with service users who are unable or chose not to undertake any form of activity.
- Assists in providing the highest possible level of care and support to service users with personal care.
- Observes and monitors changes in the service users health, mood and behaviour and report such changes to the Team Leader on duty.
- Identifies the needs, wishes and preferences of the collective group and individuals and tailors the activities programmes accordingly.
- Supports other team members in undertaking social activities with residents including group and one to one session.
- Respect the service users rights to privacy, dignity and confidentiality.